

# MiScorecard Performance Summary

Business Unit: Licensing and Regulatory Affairs  
 Executive/Director Name: Steven Arwood  
 Reporting Period: May 2013  
 Date Approved: 6/19/2013

Green >90% of target  
 Yellow >= 75% - 90% of target  
 Red <75% of target  
 Scorecard Status: Final

	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>5. Key Economic Indicators</b>								
LARA-25	MIOSHA - Construction Industry Injury and Illness Rate	Green		2.7	1.5	2	FY Annually	Number of Injuries and Illnesses Per 100 Workers
LARA-26	MIOSHA - Manufacturing Industry Injury and Illness Rate	Green		6.3	5.5	5.9	FY Annually	Number of Injuries or Illnesses Per 100 Workers
LARA-27	UIA New Claims -- All Programs			N/A	65,226	69,867	Monthly	Total New Claims Filed -- Reg UI, EUC and EB
LARA-28	New UIA Employer Accounts	Green		1,850	1,960	2,216	Monthly	Number of New Accounts Opened
LARA-29	WC Cost of Premium Ranking	Yellow		40	32	23	Every Other Year	1 (Highest) to 50 (Lowest)
LARA-30	Commercial - Electric Price Rank within the United States			N/A	39	N/A	Monthly	Rank 1 is the Lowest Price, Rank 51 is the Highest. Source: EIA Data (March 2013 - 2 months lag)
<b>4. Complaint Processing</b>								
LARA-19	Overall Timely Complaint Resolution	Green		90%	84%	87.1%	Quarterly	Percent Processed Within Timeliness Deadlines
LARA-20	Health Professions Division - Investigative Complaint Drafting	Yellow		75%	65.6%	76.1%	Monthly	Percent Drafted within 22 Days of Assignment
LARA-21	CSCL - Complaint Investigation Stage Processing Time	Green		90%	84%	70.2%	Quarterly	Percent of Complaints through the Investigation Stage within 180 Days of Assignment
LARA-23	MIOSHA - Response to Employee Complaints	Green		95%	100%	99%	Quarterly	Percent of Employee Complaints Completed within 10 Business Days
LARA-24	MIOSHA - Wage & Hour Complaint Processing	Green		75%	73.2%	72.6%	Monthly	Cumulative Percent of Investigative Complaints Resolved within 90 Days of Assignment
<b>3. Licensing and Permits</b>								
LARA-12	Overall Timely Permits and Licenses	Green		90%	95.5%	96.1%	Monthly	Percent Issued Within Timeliness Deadlines
LARA-13	Health Facilities Division - Engineering	Green		90%	96%	97.5%	Monthly	Percent Compliance within 6 Week Time Standard for Construction Plan Review
LARA-14	CSCL - Corporation Document Review	Green		95%	97.5%	95.7%	Monthly	Review of Non-Expedited Documents within 3 Days
LARA-15	BCC - Permit Processing	Green		85%	100%	99.4%	Monthly	Percent Processed within 5 Business Days
LARA-16	Health Professions Division - License Issuance Timeliness	Green		90%	92%	95%	Monthly	Percent Completed within 8 Weeks of Full Submission
LARA-17	Health Professions Division - Medical Marijuana Application Processing	Green		95%	85.5	New	Monthly	Medical Marijuana Card Rejection Letters Issued within 20 Days of Receipt of Application for those Ineligible (original applications)
LARA-18	LCC - Application Processing	Green		90%	98.9%	98.5%	Monthly	Percentage of Applications Completed by Licensing and Enforcement Staff within 60 Days of Receipt
<b>2. Adjudications</b>								
LARA-7	Overall Timely Administrative Hearings	Yellow		90%	73.1%	84%	Monthly	Percent Closed Within Timeliness Deadlines
LARA-8	Unemployment Agency Appeals (1st Level)	Red		30	48	51	Monthly	Average Case Age of 1st Level Appeals in Days
LARA-9	Public Benefit Cases Referred by Department of Human Services	Yellow		90%	69%	76%	Monthly	Closure of Benefit Cases Referred by DHS - 60/90 Day Compliance
LARA-10	Michigan Tax Tribunal Appeals (Small Claims)	Green	=	90%	99%	99%	Monthly	Issuance of Decisions in Small Claims Tax Tribunal Cases - 14 Month Standard
LARA-11	LCC - Violation Appeals	Green		80%	80%	71.5%	Monthly	Percentage of Cases Finalized/Scheduled for Hearing within 90 Days of Receipt of the Violation Report
<b>1. ORR</b>								
LARA-1	Number of Existing Administrative Rules Reviewed	Green	=	100%	100%	100%	Monthly	Percent of Existing Rules Reviewed
LARA-2	Number of Existing Administrative Rules			N/A	17889	17,902	Monthly	Number of Existing Administrative Rules
LARA-3	ARC Generated Changes	Red		200	64	56	Monthly	Number of Changes Implemented Following ARC Recommendations
LARA-4	Rules Committees Formed	Green	=	8	8	8	Monthly	Number of Rules Committees Formed
LARA-5	Administrative Rules Rescinded	Red		3,000	1,601	1,564	Monthly	Number of Rules Rescinded
LARA-6	Net Reduction in Number of Administrative Rules			TBD	1,341	1,328	Monthly	Net Reduction in Administrative Rule Count since April 25, 2011
<b>6. Employee Engagement</b>								
LARA-34	Employee Landscape Champions Percentage	Green		55%	50.0%	n/a	FY Annually	Percent of LARA Employees Defined as Champions
LARA-35	Employee Engagement Survey Participation	Green		70%	63.0%	n/a	FY Annually	Percent of LARA Employees Participating in State of Michigan Employee Engagement Survey